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|--|--|---|--|---|--|---|--|
| <b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>  |  |   |  | 1. CONTRACT ID CODE<br><div style="text-align: center;">J</div>                                       |  | PAGE OF PAGES<br><div style="text-align: center;">1   6</div> |  |
| 2. AMENDMENT/MODIFICATION NO.<br><div style="text-align: center;">0001</div>   |  | 3. EFFECTIVE DATE<br><div style="text-align: center;">29-Aug-2002</div> |  | 4. REQUISITION/PURCHASE REQ. NO.<br><div style="text-align: center;">W59XQG-2171-5912</div>           |  | 5. PROJECT NO.(If applicable)                                 |  |
| 6. ISSUED BY<br>U.S. ARMY CORPS OF ENGINEERS, OMAHA DIST<br>CONTRACTING DIVISION<br>215 NORTH 17TH STREET<br>OMAHA NE 68102-4978   |  | CODE<br><div style="text-align: center;">DACW45</div>                   |  | 7. ADMINISTERED BY (If other than item 6)<br><div style="text-align: center;"><b>See Item 6</b></div> |  |   |  |
| 8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)  |  |   |  | X   |  | 9A. AMENDMENT OF SOLICITATION NO.<br>DACW45-02-Q-0176         |  |
|  |  |   |  | X   |  | 9B. DATED (SEE ITEM 11)<br>20-Aug-2002                        |  |
|  |  |   |  |   |  | 10A. MOD. OF CONTRACT/ORDER NO.                               |  |
|  |  |   |  |   |  | 10B. DATED (SEE ITEM 13)                                      |  |
| CODE   |  | FACILITY CODE   |  |   |  |   |  |
| <b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>   |  |   |  |   |  |   |  |
| <input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended.<br>Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods:<br>(a) By completing Items 8 and 15, and returning <u>1</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted;<br>or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE<br>RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN<br>REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter,<br>provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. |  |   |  |   |  |   |  |
| 12. ACCOUNTING AND APPROPRIATION DATA (If required)  |  |   |  |   |  |   |  |
| <b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS.</b><br>IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.   |  |   |  |   |  |   |  |
| A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.   |  |   |  |   |  |   |  |
| B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).  |  |   |  |   |  |   |  |
| C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:   |  |   |  |   |  |   |  |
| D. OTHER (Specify type of modification and authority)  |  |   |  |   |  |   |  |
| E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.  |  |   |  |   |  |   |  |
| 14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)<br>This amendment is issued to post responses of frequently asked questions for the Help Desk Services Solicitation No. DACW45-02-Q-0176;<br>US Army Corps of Engineers, Omaha District.   |  |   |  |   |  |   |  |
| Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.   |  |   |  |   |  |   |  |
| 15A. NAME AND TITLE OF SIGNER (Type or print)  |  |   |  | 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)  |  |   |  |
|  |  |   |  | TEL: _____ EMAIL: _____   |  |   |  |
| 15B. CONTRACTOR/OFFEROR<br><br>_____<br>(Signature of person authorized to sign)   |  | 15C. DATE SIGNED  |  | 16B. UNITED STATES OF AMERICA<br><br>BY _____<br>(Signature of Contracting Officer)                   |  | 16C. DATE SIGNED<br><br>29-Aug-2002                           |  |

## SECTION SF 30 BLOCK 14 CONTINUATION PAGE

**SUMMARY OF CHANGES**

## SECTION SF 1449 - CONTINUATION SHEET

The following have been added by full text:

QUESTIONS AND ANSWERS

DACW45-02-Q-0176 for Helpdesk Services for the Omaha District

1. QUESTION: The pre-solicitation announcement regarding the RFQ indicated an issue date of 8/15/02 with proposals due 9/3/02. The RFQ was issued showing a date of 8/20/02 and proposals due 9/3/02. Will the proposal due date be extended?

RESPONSE: The pre-solicitation announcement described the possibility of an upcoming procurement with dates ***“on or about”*** August 15 and September 3 for issue and closing, respectively. It was published merely as a public notice for planning purposes rather than a firm commitment for advertising and receipt of quotes. The solicitation was available for download on the Omaha District’s website on August 21, providing ten days for preparation and submittal of a quote, a standard response time for receipt of quotes. At this time there are no plans to extend the time for receipt of quotes.

2. QUESTION: Please provide resume requirements for the RFQ, i. e. are resumes required only for Key personnel?

RESPONSE: There is no limitation in the RFQ for specific resumes, except for the total page limitation (20 pages). Offerors are encouraged to include whatever details and information they feel best conveys their proposed project management plan. The RFQ requests offerors to identify experience with specific hardware and software, as well as a consideration of professional and specialized qualifications and experience. The number of resumes submitted may vary from firm to firm, based on their unique capabilities and approach.

3. QUESTION: The RFQ indicates that approximately 900 users are provided “hands-on” services. Are these 900 users all in one location or are they distributed among the 7 Omaha sites? If distributed, what is the approximate number of users at each of the 7 sites?

RESPONSE: There are approximately 900 users within the Omaha metropolitan area. These users are located in 7 facilities:

- U. S. Federal Building at 106 S. 15<sup>th</sup> Street; 300 – 400 users
  - Northwest Division Offices, 12565 West Center Road; 150 users
  - WES Lab at 420 S. 18<sup>th</sup> Street, 40 users
  - Fort Crook Area Office at Offutt AFB; 45 users
  - Missouri River Project Office at 9901 John J. Pershing Drive; 10 users
  - Wehrspann Lake Office at 8901 S. 154<sup>th</sup> Street; 10 users
- and
- 222 S. 15<sup>th</sup> Street; 200 users

Based on the successful contractor's approach, it is feasible to assume that office space would be available at up to 3 of these locations for placement of contractor on-site personnel.

4. QUESTION: Page 20 of the RFQ requires support Mon-Fri from 7:00 a.m. – 4:30 p.m. Page 27 of the RFQ requires support Mon-Fri from 7:00 a.m. – 6:00 p.m. Please explain.

RESPONSE: These hours are addressing two separate requirements in the contract. The solicitation states that the contractor is required to man a phone call-in system providing technical support of user questions and request for supplies from 7:00 a.m. – 4:00 p.m. This item is addressing the phone call-in system ONLY. Further, the contractor's other services are required on-site during an 8-hour workday as agreed to by the COR (client representative) during normal operations (M-F from 7:00 a.m. to 6:00 p.m.)

5. QUESTION: Page 24 of the RFQ indicates that the Corps will provide travel and per diem, and that the Government will add \$5,000 (including G&A) to support local travel. Are their remote travel requirements, and if so, please explain in order for bidders to adequately price both local and remote travel.

RESPONSE: On rare occasion, Help Desk support may be made available at any one of the Omaha District's field offices outside the Omaha metropolitan area. Should this type of requirement surface, the contractor will be adequately notified and arrangements coordinated. Offerors ARE NOT required to include travel costs in this quotation. Costs for travel (outside the Omaha metropolitan area) incurred during the life of the contract will be reimbursed according to current Joint Travel Regulations. This provision is merely indicating that \$5,000 is being reserved for such use should an event surface. Local travel is typically not considered reimbursable but included in the general scope of the contract. Should the offer prefer to ask for reimbursement of this item, it would be restricted to the current Joint Travel Regulation for mileage, as well as considered in the overall cost evaluation.

6. QUESTION: The RFQ provides one price schedule for the Base Year and another for the four (4) Option Years. Please confirm that the Government does not require proposed number of hours/year and extended totals for each labor category, plus "other costs" and a total for each of the four (4) option periods.

ANSWER: The government intends to consider escalation rates for out-years of performance. It is assumed that number of hours/effort will remain the same. Other costs (if any) will be negotiated at the exercise of each option year and incorporated by modification to the order.

7. QUESTION: The RFQ indicates phone-in Help Desk requests. Does the Help Desk also receive requests via the web and/or "walk-up" requests?

ANSWER: The successful contractor will be required to respond only to phone in or email requests. The majority are phone-in requests.

8. QUESTION: The RFQ imposes a 20-page limit on the technical proposal. Please provide font size guidance regarding both text and graphics.

ANSWER: A standard 10 or 12-pitch font is recommended.

9. QUESTION: Past Performance requires bidders to submit 3-5 references, including "contract/order numbers". Please confirm that Task Orders within a contract may be used as references.

ANSWER: It is unclear what the question is truly asking. The Government requests references for 3 – 5 separate entities, preferably separate contracts, rather than multiple users of a single contract. The intent is to measure past performance in multiple settings and scopes of work.

10. QUESTION: Item 2.1.2 states that the contractor will be required to submit documentation in similar format and content to existing documentation. What documentation is the RFQ referring to, what are the formats, how much, how often?

ANSWER: USACE currently has standardized documentation for various practices. Some include standard operating procedures, recording of bar codes in a property registers, invoicing, call register, etc. The formats, examples, and details of these expectations would be identified and agreed to prior to commencement of work. Once a format is agreed to by both parties, it will not be changed without consent of the COR.

11. QUESTION: Does the Corps of Engineers have any plans for upgrades to existing PC's, operating systems, peripherals, networks, etc. during the period of performance of this new task order? If yes, please provide details, such as when, where, how many, etc.

ANSWER: The Corps of Engineers routinely replaces and rotates outdated equipment on a regular basis. The current IT operational plan encourages users to replace PC's every 3 years based on operational budgets. Unfortunately, there is no way to predict or identify replacements this far in advance. The proposed contract describes a level of effort for typical Help Desk scenarios. Where a significant amount of set-ups or installs be encountered, additional effort would be modified to the contract to escalate or accommodate these types of services. This modification would be priced based on the hourly rate proposed within the performance period.

12. CLARIFICATION: These services are currently being provided under contract by another agency. Information about the labor category distribution, details on the number of hours billed, identity and qualifications of Key personnel, customized software and managerial practices in place are not available by this agency. The current contract is held by GSA with TriCor Industries. Information about their contract can be obtained at the following email address: [mashelpdesk@GSA.gov](mailto:mashelpdesk@GSA.gov). Inclusion of these types of details was not considered pertinent to an offeror's ability to prepare a response to this solicitation. Although information about the current available services provides a "cookie cutter" approach and estimate, it may not be the optimum approach. The Omaha District looks forward to considering alternative approaches to this type of support, with the intent being to acquire the BEST VALUE for the Government.

13. QUESTION: Are security clearances required?

ANSWER: This element is addressed in the Scope of Work, Item 4.5. The scope of work clearly addresses the Government's minimum need in this area.

14. QUESTION: How many technicians do you currently have working this effort? Do you happen to know the contract value?

ANSWER: See clarification in Item 12. Number of technicians has varied historically depending on the arrangement and technical approach. Expenditures for these services during the previous year were approximately \$740,000.

15. QUESTION: If the offeror is using a subcontractor, must the subcontractor also have a GSA contract and do they also have to provide 3 – 5 references?

ANSWERS: The government places the greatest preference on those offers from small businesses, currently holding a GSA contract that intend to perform these services with their own forces/employees. Offers that propose a technical approach utilizing subcontractor arrangements is not the preferred method. Any subcontractor arrangements should be included and approved as part of the prime contractor's GSA contract. Prime contractor's who have included and negotiated consultant or subcontractor team arrangements as part of their GSA contract should include references for their TEAM. These offers should

also reflect an established relationship with the subcontractors. It is not the Government's intent to award a "pass-through" contract from this solicitation.

16. QUESTION: Does the Army COE request that we submit resumes for the individuals that we are proposing to perform the work described in the solicitation? If so, will the resumes count against the twenty-page limit?

ANSWER: See question 2 above, as well as well as submittal requirements, Page 16 of the RFQ. There are no specific requirements for the format or name of the information you submit. The RFQ states what items are being evaluated. It is the offerors responsibility to provide sufficient details that will enable a fair evaluation of the capabilities of their firm and approach. Whether this includes submission of "formal resumes" or a brief description on the strengths of the personnel you offer, is entirely at the discretion of the offeror. At the very least, the team you propose to perform the work should be named. All information submitted as part of the technical evaluation MUST comply with the 20-page limit (i. e. everything EXCEPT the SF1449, the price schedule, and the certifications and representations.) Given the page limit, it would simply stand to reason that an interested offer would submit details about the individuals they propose to perform the services rather than general resumes about other employees.

17. QUESTION: Does the Army COE require the submittal of the GSA contract with the quote?

ANSWER: No, just the contract number.

18. QUESTION: Is it permissible to submit all required information (technical and cost) in one volume separated by tabs?

ANSWER: There are no specific requirements for how the quotation is to be assembled.

19. QUESTION: List the hardware platform quantities by location.

ANSWER: There is not an existing list of hardware platforms by location, which would be somewhat misleading anyway. Users may be rotated from one location to the other from time to time as logistic arrangements and building accommodations change. In addition, hardware and software changes accordingly as equipment is upgraded and updated. The successful contractor will be expected to have the flexibility in staffing to adjust accordingly.

20. QUESTION: Will the contractor be expected to manage existing maintenance service agreements?

ANSWER: All maintenance agreements and parts are performed by the government. This contractor would be responsible ONLY for technical support for equipment under warranty. If replacement parts are needed, the bad part is passed on to the COTR or other designated representative to acquire new or replacement parts and resolve warranty issues.

21. QUESTION: Will the government accept electronic copies of the quotation?

ANSWER: No, original signatures are required and submissions are requested to be intact.

22. QUESTION: If a firm is in the process of securing a GSA schedule, but does not yet have the actual award, will you accept a proposal using a sub who is also on GSA schedule? Of course, we would be performing 51% of the work.

ANSWER: The government will consider offers for evaluation only from those small business firms holding a GSA contract at the time the offer is signed. See above question regarding evaluation of subcontractor and teaming arrangements.

23. QUESTION: What do you mean in the solicitation by “self-certify” CCR registration with submission of the offer?

ANSWER: You must be CCR registered. By submitting an offer, you are certifying that you are CCR registered. This will be validated by the government upon receipt of the quotations. Any offer not registered in CCR will not be referred or considered for further evaluation.

24. QUESTION: Does the contractor complete blocks 19 through 26 of the SF1449?

ANSWER: No. The contractor is required to complete Block 17a, 17b, 30a, 30b, and 30c.

25. QUESTION: We do not possess a Schedule 70 contract. We use the DSL 1 contract in place of the 70. Is this acceptable?

ANSWER: The question is unclear. Only those offers submitting quotations that hold a valid GSA schedule contract to provide Information Technology related services will be accepted. Offerors who hold a GSA schedule contract to SUPPLY hardware, software and related devices WILL NOT be considered eligible, as professional services are not within the scope of those GSA contracts.

26. QUESTION: Will the government consider an approach for other than on-site support, such as an off-site call center?

ANSWER: The government will consider any approaches or options submitted. However, due to security concerns, there cannot be remote control of the PC's from outside government facilities. Options for off site first tier support would be considered. Current processes include replacement of HEAT (by Frontrange) to CA TNG for helpdesk call tracking, hardware and software inventory, etc. Call must be able to be electronically passed on to government workers who perform server support, communications, and order replacement parts. A preference would be given to a system that allows for these individuals to interact and exchange information with the Help Desk staff as necessary.

Offerors are asked to fax questions in written form to (402)221-4530 by close of business August 29, 2002.

(End of Summary of Changes)